



wisconsin department of
children + families

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May 20, 2011

To: Steve Martinelli
Cost Allocation & Program Integrity Section
Bureau of Finance

From: Sarah R. Cannon, Research Analyst,
Bureau of Finance

Final
Final

RE: FFY'11 2nd QUARTER RESULTS FOR THE RANDOM MOMENT TIME STUDY

The Random Moment Time Study is a federally approved study used to accurately determine proportions of service worker time spent providing certain services to particular groups of clients. During the 2nd quarter of Federal Fiscal Year 2011 (January 1 – March 31, 2011), 2760 telephone calls were conducted to county social service workers. Of these calls, **1,628** were recording work related to the needs of an individual client.

The Random Moment Time Study data has been tabulated for substitute care activity for the 1st quarter of Federal Fiscal Year 2011 (January 1 – March 31, 2011). Results of telephone interviews yield the following breakout of Foster Care activity (% results based on **1,628** client-related calls):

Foster Care Activity

| | | Statewide RMTS Results (Control and Experimental Guardianship Group calls have been excluded) | | | | | |
|-------------------------------------|---|---|--------------------------------|-------------------------|--------------------------------|------------------------------|--------------------------------------|
| | | <i>Exempt Group</i> | | <i>Unassigned Group</i> | | <i>Total</i> | |
| | | <i># of interviews</i> | <i>% of individual clients</i> | <i># of interviews</i> | <i>% of individual clients</i> | <i>Total # of interviews</i> | <i>Total % of individual clients</i> |
| 1. Eligibility Determination | | | | | | | |
| 01 | Eligibility Determination | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| | Total Eligibility Determination | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 2. Foster Care Activities | | | | | | | |
| 02 | Rate Setting | 0 | 0.00% | 4 | 0.25% | 4 | 0.25% |
| 03 | Placement of Children | 0 | 0.00% | 39 | 2.40% | 39 | 2.40% |
| 08 | Preparation for & Participation in Judicial Determination (<i>less 5 subsidized guardianship calls</i>) | 1 | 0.06% | 91 | 5.59% | 92 | 5.65% |
| 09 | Resource Development | 0 | 0.00% | 20 | 1.23% | 20 | 1.23% |
| 10 | Recruitment | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 21 | Transportation for FC Administration | 0 | 0.00% | 15 | 0.92% | 15 | 0.92% |
| 41 | Dev. Of Case Plan ~ Child-Medical | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |

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| | | Statewide RMTS Results (Control and Experimental Guardianship Group calls have been excluded) | | | | | |
|---|---|---|-------------------------|------------------|-------------------------|-----------------------|-------------------------------|
| | | Exempt Group | | Unassigned Group | | Total | |
| | | # of interviews | % of individual clients | # of interviews | % of individual clients | Total # of interviews | Total % of individual clients |
| 42 | Dev. Case Plan ~ Child-Non-Medical | 0 | 0.00% | 13 | 0.80% | 13 | 0.80% |
| 43 | Dev. Of Case Plan ~ Family Mbr-Medicaid eligible | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 44 | Dev. Of Case Plan (Family Mbr-Medicaid ineligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 51 | Case Review ~ Child-Medical | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 52 | Case Review ~ Child-Non-Medical | 0 | 0.00% | 41 | 2.52% | 41 | 2.52% |
| 53 | Case Review ~ Family Mbr-Medicaid eligible | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 54 | Case Review (Family Mbr-Medicaid ineligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 61 | Case Management ~ Child-Medical | 0 | 0.00% | 13 | 0.80% | 13 | 0.80% |
| 62 | Case Management ~ Child-Non-Medical (less 6 subsidized guardianship calls) | 0 | 0.00% | 352 | 21.62% | 352 | 21.62% |
| 63 | Case Management ~ Family Mbr-Medicaid eligible | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 64 | Case Management (Family Mbr-Medicaid ineligible) | 0 | 0.00% | 13 | 0.80% | 13 | 0.80% |
| 71 | Referral for Services ~ Child-Medical | 0 | 0.00% | 1 | 0.06% | 1 | 0.06% |
| 72 | Referral for Services ~ Child-Non-Medical | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 73 | Referral for Services ~ Family Mbr-Medicaid eligible | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 74 | Referral for Services (Family Mbr-Medicaid ineligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Total Claimable Foster Care Activities | | 1 | 0.06% | 602 | 36.98% | 603 | 37.04% |

In FFY11, 2nd Quarter results of telephone interviews yield the following breakout of Pre-Placement Activity (% results based on **1,628** client-related calls):

| Pre-Placement Activity | | # of interviews | % of individual clients |
|-------------------------------------|-----------------------------|-----------------|-------------------------|
| 13 | Prevention Case Plan Exists | 56 | 3.44% |
| 15 | Court Proceedings Started | 4 | 0.25% |
| Total Pre-Placement Activity | | 60 | 3.69% |

| | | |
|--|------------|---------------|
| Total Claimable Calls for Quarter | 663 | 40.72% |
|--|------------|---------------|

There were 7 pre-placement calls regarding juvenile justice cases for FFY11 – 2nd quarter. These were activities involving a juvenile delinquent who is at home, with a safety plan in place to prevent placement or pending court activity to remove the child from the home. Some of these cases involve juveniles who were previously placed outside the home, but reunified with their parent(s); with plans to prevent their re-removal. With these cases included in the Federal Claim, the net claimable calls were **40.72%**; a mere **2.85%** decrease from FFY11 – 1st quarter results.

With the removal of the 7 juvenile justice pre-placement activities (Codes 13 and 15) from the Federal Claim, the net claimable calls for FFY11 – 2nd quarter is **40.72%**; a **2.82%** decrease from FFY11 – 1st quarter results (43.12%):

| Pre-Placement Activities - JJ Calls | | | |
|---|-----------------------------|------------|---------------|
| 13 | Prevention Case Plan Exists | -5 | -0.31% |
| 15 | Court Proceedings Started | -2 | -0.12% |
| Total JJ Pre-Placement Activities | | -7 | -0.43% |
| Total Claimable Calls for Quarter (less Code 13 & 15 for JJ Cases) | | 656 | 40.29% |

With the addition of the subsidized guardianship waiver calls, the total IV-E claimable activity is:

| | | | |
|---|--|------------|---------------|
| Claimable Calls (Foster Care + Pre-Placement) | | 656 | 40.29% |
| Total Guardianship Calls | | 13 | 0.80% |
| Total Claimable Calls for Quarter (guardianship + non-guardianship calls) | | 669 | 41.09% |

Break-down for non-claimable, child-related calls:

| | # of interviews | % of individual clients |
|--|-----------------|-------------------------|
| <u>Non-Claimable Child-Related Calls</u> | | |
| 11 Not at Risk of Placement (less 2 sub. guardianship calls) | 461 | 28.32% |
| 12 Positive Risk Assessment Completed | 6 | 0.37% |
| 16 Voluntary Kinship Placement | 23 | 1.41% |
| 81 Child Abuse/ Neglect Investigation | 136 | 8.35% |
| 82 Direct Social Services | 13 | 0.80% |
| 83 Juvenile Correctional Placements | 30 | 1.84% |
| Total Non-Claimable Child-Related Calls | 669 | 41.09% |

| | | |
|--|--------------|---------------|
| Total Child-Related Calls for Quarter | 1,345 | 82.62% |
|--|--------------|---------------|

Call Breakdown (% results based on 2,760 total RMTS calls):

| | | |
|--|--------------|----------------|
| Client-Related Calls | 1,628 | 58.99% |
| Non-Client-Related Calls | 1,132 | 41.01% |
| Total Number of Calls for Quarter | 2,760 | 100.00% |
| Total Child-Related Calls | 1,345 | 82.62% |
| Total Adult-Related Calls | 283 | 17.38% |
| Total Client-Related Calls | 1,328 | 100.00% |

The following is a breakdown of the remaining **1,132** calls for the quarter (% results based on a total of 2760 calls):

| | | |
|---|-----|-------|
| <u>Non-Client-Related Calls</u> | | |
| 01 - Out-of Sample Calls | 81 | 2.93% |
| 02 – Vacation | 185 | 6.70% |
| 03 - Sick Leave | 103 | 3.73% |
| 04 - Compensatory Time | 219 | 7.93% |
| 05 – Leave | 57 | 2.07% |
| 06 - Personal Time (Breaks, Bathroom, etc.) | 119 | 4.31% |

| | | |
|---|--------------|---------------|
| 07 - Staff Development | 94 | 3.41% |
| 09 - General Administrative Activities | 245 | 8.88% |
| 11 - Other Activity (Not Client-Related) | 12 | 0.43% |
| 23 - General Service Activity/ Resource Development | 17 | 0.62% |
| Total - Non-Client-Related Calls | 1,132 | 41.01% |

The number of client-related calls has been relatively stable for the last 2 Federal Fiscal years (FFY09 thru FFY11). However, the overall claiming trend for the Social Service Random Moment Time Study has been increasing or remaining fairly stable from FFY08-4th quarter thru the current FFY11- 2nd quarter; after declining for 2 quarters (FFY08-2nd quarter and FFY08-3rd quarter); due to changes in Federal candidacy rules. Currently, more activity is spent on child-related cases; more specifically, claimable child-related cases.

| | FFY09 -2 nd Qtr | FFY09 - 3 rd Qtr | FFY09- 4 th Qtr | FFY10 - 1 st Qtr | FFY10 - 2 nd Qtr | FFY10- 3 rd Qtr | FFY10 - 4 th Qtr | FFY11 - 1 st Qtr | FFY11 - 2 nd Qtr |
|--|-------------------------------|--------------------------------|-------------------------------|--------------------------------|--------------------------------|-------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 1. Eligibility Determination | 0.06% | 0.06% | 0.00% | 0.06% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| 2. Foster Care Activity | 33.64% | 33.67% | 34.42% | 33.25% | 34.75% | 39.83% | 39.15% | 39.48% | 37.04% |
| 4. Pre-Placement Activity | 11.98% | 9.60% | 12.95% | 11.70% | 11.86% | 11.72% | 12.30% | 4.09% | 3.69% |
| Removal of Code 13&15 JJ Cases | -7.35% | -5.97% | -7.82% | -7.54% | -7.08% | -7.26% | -7.01% | -0.45% | -4.3% |
| Total Claimable Calls (excluding sub. guardianship calls) | 38.33% | 37.36% | 39.55% | 37.47% | 39.53% | 44.29% | 44.44% | 43.12% | 40.29% |
| Subsidized Guardianship Calls | 0.31% | 0.66% | 0.38% | 0.38% | 0.48% | 0.31% | 0.66% | 0.71% | 0.80% |
| Total Claimable Calls | 38.64% | 38.02% | 39.93% | 37.85% | 40.01% | 44.60% | 45.10% | 43.83% | 41.09% |

Note:

1. Effective with FFY09 – 1st quarter, Juvenile Justice Pre-Placement Activities have been removed from the SSRMTS.
2. Effective with FFY10 – 2nd quarter, Milwaukee County JJ, Aging and Disability Units were removed from the SS RMTS.
3. Effective with FFY11 – 1st quarter, Claimable Pre-Placement Activities have been limited to those cases where a safety plan is in place to prevent a child's removal from the home.

Due to the ACR Review, September, 2009, Pre-Placement Activities for Juvenile Justice Cases has been removed from the Federal Claim.

The high, but improving unemployment rate continues to add significant amounts of stress on the parents in Wisconsin, resulting in a 3.44% increase in child abuse/ neglect investigations from the beginning of the recession, 7.44% in FFY08-3rd quarter vs. 10.89% in FFY11- 2nd quarter – with the highest percentage of abuse/ neglect investigations in FFY10-1st and 2nd quarters (11.64% and 10.96% respectfully).

Abuse/ Neglect Investigations

| | | | | | | | |
|-------------------------|-------|-------------------------|--------|-------------------------|--------|-------------------------|--------|
| FFY08 – 1 st | 7.11% | FFY09 - 1 st | 8.45% | FFY10 – 1 st | 11.64% | FFY11 – 1 st | 10.32% |
| FFY08 – 2 nd | 6.85% | FFY09 – 2 nd | 8.46% | FFY10 – 2 nd | 10.96% | FFY11 – 2 nd | 10.89% |
| FFY08 – 3 rd | 7.44% | FFY09 – 3 rd | 10.56% | FFY10 – 3 rd | 9.12% | FFY11 – 3 rd | |
| FFY08 – 4 th | 7.70% | FFY09 – 4 th | 10.58% | FFY10 – 4 th | 10.05% | FFY11 – 4 th | |

Based on information taken from the United States Department of Labor, www.bls.gov, the economy is continuing to improve. Wisconsin has seen a 2.0% increase in unemployment rates since October, 2008, the beginning of the 2009 Federal Fiscal year. Unemployment rates were at its

highest (8.9% for May thru July, 2009) and have since fallen to a projected 7.3% in April, 2011:

| Year | Period | labor force | employment | unemployment | unemployment rate |
|------|--------|-------------|------------|--------------|-------------------|
| 2008 | Oct | 3079291 | 2915252 | 164039 | 5.3 |
| 2008 | Nov | 3085120 | 2906525 | 178595 | 5.8 |
| 2008 | Dec | 3093131 | 2895446 | 197685 | 6.4 |
| 2009 | Jan | 3101838 | 2882997 | 218841 | 7.1 |
| 2009 | Feb | 3109716 | 2870292 | 239424 | 7.7 |
| 2009 | Mar | 3114597 | 2858091 | 256506 | 8.2 |
| 2009 | Apr | 3115045 | 2846659 | 268386 | 8.6 |
| 2009 | May | 3110490 | 2835182 | 275308 | 8.9 |
| 2009 | Jun | 3100872 | 2823539 | 277333 | 8.9 |
| 2009 | Jul | 3087603 | 2812003 | 275600 | 8.9 |
| 2009 | Aug | 3073024 | 2801169 | 271855 | 8.8 |
| 2009 | Sep | 3058942 | 2791177 | 267765 | 8.8 |
| 2009 | Oct | 3046225 | 2782208 | 264017 | 8.7 |
| 2009 | Nov | 3035017 | 2774405 | 260612 | 8.6 |
| 2009 | Dec | 3026400 | 2768244 | 258156 | 8.5 |
| 2010 | Jan | 3030254 | 2767598 | 262656 | 8.7 |
| 2010 | Feb | 3039902 | 2774849 | 265053 | 8.7 |
| 2010 | Mar | 3046655 | 2777970 | 268685 | 8.8 |
| 2010 | Apr | 3052300 | 2792031 | 260269 | 8.5 |
| 2010 | May | 3054065 | 2803686 | 250379 | 8.2 |
| 2010 | Jun | 3040729 | 2799931 | 240798 | 7.9 |
| 2010 | Jul | 3030450 | 2792525 | 237925 | 7.9 |
| 2010 | Aug | 3029737 | 2790489 | 239248 | 7.9 |
| 2010 | Sep | 3031807 | 2796086 | 235721 | 7.8 |
| 2010 | Oct | 3033333 | 2797159 | 236174 | 7.8 |
| 2010 | Nov | 3040948 | 2808985 | 231963 | 7.6 |
| 2010 | Dec | 3050103(P) | 2822425(P) | 227678(P) | 7.5(P) |
| 2011 | Jan | 3045284 | 2819301 | 225983 | 7.4 |
| 2011 | Feb | 3048976 | 2821919 | 227057 | 7.4 |
| 2011 | Mar | 3059572 | 2833917 | 225655 | 7.4 |
| 2011 | Apr | 3067624(P) | 2843559(P) | 224065(P) | 7.3(P) |
| | | | | | |

P = Preliminary



Claimable Foster Care Activities

Statewide, the improving economic situation has resulted in a decrease in claimable foster care activities from FFY11 – 1st quarter; which decreased 2.44% - from 39.48% (FFY11- 1st quarter) to 37.04% (FFY11 – 2nd quarter). Almost all Foster Care codes remained fairly stable, with two exceptions. There was a 1.36% decrease in Code “08”, Preparation for & Participation in Judicial Determination and a 1.82% decrease in Code “62”, Case Management – Child (non-medical).

When you analyze only the statewide claimable foster care activity, you will see that the claimable foster care activity still remains significantly higher than FFY08 – 3rd quarter results. Foster care claimable activity was 27.87% (FFY08 – 3rd quarter), but is now 37.04% (FFY11 – 2nd quarter). Therefore, overall, worker time spent on case management activities for children who have been removed from their parental homes, and placed in court-ordered relative, foster care, group home and residential care placements is decreasing from the last previous quarters, but continues to remain at levels significantly higher than pre-recession levels.

Bureau of Milwaukee Child Welfare

Analysis of the Bureau of Milwaukee Child Welfare’s claimable foster care activity levels show that the economic recession is disproportionately affecting children in Milwaukee at even higher levels than the statewide results.

For the FFY11 – 2nd quarter there was a mere 0.87% increase in claimable foster care activities which increased from 63.48% (FFY11 – 1st quarter) to 64.36% (FFY11 – 2nd quarter). However, this is still a 10.38% increase from pre-recession levels; which were 53.98% (FFY08-3rd quarter); but is currently at 64.36% (FFY11-2nd quarter).

Analysis of the claimable foster care activity shows that the activity remains fairly stable. However, there were large increases in Codes “03” – Placement of Children and Code “21” – Transportation for Foster Care Administration; and large decreases in Code “42” – Development of Case Plan (Child Non-Medical) and Code “62” – Case Management (Child Non-Medical).

Overall, the same amount of worker time was spent on cases involving children who were placed in claimable out-of-home placements from FFY11 – 1st quarter to FFY11 – 2nd Quarter.

Child Placing Agencies

Child-Placing Agency calls actually saw a significant decrease in claimable foster care activity; which decreased 3.85% from 94.85% (FFY11-1st quarter) to 90.99% (FFY11-2nd quarter). First of all, large changes in claimable rates for CPA levels fluctuate due to the small sample size. Out of 2,760 calls for FFY11-2nd quarter, only 200 calls were made to CPA workers. Additionally, this drastic change can be attributed to improving statewide economic conditions. A majority of CPA’s are located in Milwaukee, but the remaining CPA’s are located throughout the state.

Analysis of the Child Placing Agencies yield drastic decreases in Code “03” – Placement of Children (3.74% decrease); Code “09” – Resource Development (4.51% decrease); and Code “62” – Case Management- Child Non-Medical (10.64%).

There were significant increases in Code “08” – Preparation for & Participation in Judicial Determination (3.60% increase); Code “42” – Development of Case Plan- Child non-medical (3.60% increase); and Code “62” – Case Management – Child Non-Medical (3.34% increase)

Overall, more worker time was spent on child-related cases. However, that worker time was spent on fewer claimable foster care activity.

Claimable Pre-Placement Activities

Statewide, pre-placement activities decreased a mere 0.41% from 4.09% (FFY11-1st quarter) to 3.69% (FFY11- 2nd quarter). Effective with the start of FFY11, pre-placement activity was limited to those cases involving children who are in the parental home and an open safety plan is in effect to prevent the placement of children outside the home. Calls involving children who only had an open court order in place were removed from claimable activity.

For the FFY11- 2nd quarter, there were only 7 calls involving juveniles who were at home with an open safety plan in place to prevent placement (primarily those children who were in previous out-of-home placements with plans in place to prevent their re-removal. When you remove those 7 calls, there was only a 0.38% decrease from 3.64% (FFY11-1st quarter) to 3.26% (FFY11-2nd quarter).

BMCW actually saw an increase in pre-placement activities; which increased 1.47% from 8.43% (FFY11-1st quarter) to 9.90% (FFY11-2nd quarter); due to a 1.47% increase in Code “13” – Prevention Case Plan Exists. More worker activity in BMCW during FFY11 – 2nd quarter was spent on children who were still in parental home or reunified with their parent(s). There was no samples selected in which a Child Placing Agency worker was performing pre-placement activity from Child Placing Agencies for the FFY11-2nd quarter.

Non-Claimable Child-Related Calls

Statewide, non-claimable child-related calls continue to increase; which increased 3.11% from 37.99% in FY11-1st quarter to 41.09% in FFY11-2nd quarter. This activity increased due to safety plan requirement for claimable pre-placement activity; no longer including activity involving children who are at home, but are under court orders for prevention (without having a safety plan in place to prevent removal from the home). This increase can also be attributed to abuse/ neglect investigations in which the child(ren) are not deemed to be an imminent risk of placement or children for whom conditions for their CHIPS orders have been fulfilled.

Code “11” – Not at Risk of Placement increased 4.10% from 24.22% (FFY11-1st quarter) to 28.32% (FFY11-2nd quarter). Child abuse/ neglect investigations still remain high at 8.35%; but have significantly decreased (1.97% decrease) from the previous quarter. Prior to the global recession, child abuse/ neglect investigations remained relatively stable at @ 7% of all client-related calls.

Non-Client Related Calls

The breakdown for non-client-related activities decreased 3.19% from FFY11-1st Qtr results, 44.20% of all calls to FFY11- 2nd Qtr results (41.01%). The decrease in non-client related calls can be attributed to a 3.84% decrease in the vacation; which decreased from 10.54% in FFY11-1st quarter to 6.70% FFY11 – 2nd Quarter due to the holiday season for FFY11-1st quarter.

The out-of-sample rate continues to remain stable at 2.93% (FFY11-2nd quarter), increasing a mere 0.07% from 2.86% (FFY11-1st quarter). The turnover calls (layoffs, retirements, promotions, etc.) made up 2.24% of the out-of-sample rate; which is a 0.50% increase from the FFY11-1st quarter results of 1.74%. No response and responded too late calls made up 0.69% of the out-of-sample calls for FFY11-2nd quarter, a 0.43% decrease from FFY11 – 1st quarter results of 1.12%.

BMCW’s non-client-related calls increased 1.52% from 42.21% to 43.73%. BMCW’s out-of-sample rate decreased 2.87% to 7.52%. This is a huge improvement as BMCW historically has had an average out-of-sample rate around 11%. BMCW does have a huge turnover; which has contributed to the 2.93% statewide out-of-sample rate for the quarter. BMCW’s FFY11-2nd quarter out-of-sample rate was 7.52%. However, a majority of these calls (6.41% - 23 calls) were due to workers no longer being with the agency/ promoted, etc. Whereas, only 1.11%, or 4 calls were due to late or no responses.

Child Placing Agencies had a 3.07% decrease in non-client-related activity – decreasing from 47.57% to 44.50%. Most of this can be attributed to decreases in Out-of-Sample and Comp/ Flex time calls.

Like the Statewide and BMCW results, Child Placing Agencies decreased their out-of-sample Calls; decreasing 1.86% from 4.86% to 3.00%. Child Placing Agencies had 3 calls, or (1.50% of their calls) thrown out due to no responses or late responses. The other 1.50% of the out-of-sample rate can be attributed to turnover.

To continue this improvement in the out-of-sample rate, all workers, supervisors and liaison's at the BMCW sites and at the Child Placing Agencies have been sent an email reminding them of the importance of compliance in responding to the time study within 48 hours or two business days to reduce the portion of Out-of Sample calls that they have a control over – the non-response rates. When an individual sample is thrown out, pollers send reminder emails to those workers to respond within the 48 hour time frame.

Additionally, to help reduce the out-of-sample rates, both pollers are sending emails to workers after the 1st business day to improve the response rate and have called supervisors and liaisons to help assist in more timely responses. A monthly tabulation of no responses and turnover rate is compiled to more closely monitor compliance of the timeliness requirements of the time study.

To determine Subsidized Guardianship and WISACWIS claims, the break-out of the 359 calls to BMCW are as follows (*based on 202 client-related calls*):

| Activity Description | Unassigned & Exempt Group | | Control Group | | Experimental Group | | Total | |
|--|---------------------------|--------------------------------------|---------------------------|--------------------------------------|---------------------------|--------------------------------------|---------------------------------|--|
| | # of indicated interviews | % of activity for individual clients | # of indicated interviews | % of activity for individual clients | # of indicated interviews | % of activity for individual clients | Total # of indicated interviews | Total % of activity for individual clients |
| 1. IV-E Eligibility Determination | | | | | | | | |
| 01 Eligibility Determination | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 2. Foster Care Activity | | | | | | | | |
| 02 Rate Setting | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 03 Placement of Children | 7 | 3.47% | 0 | 0.00% | 0 | 0.00% | 7 | 3.47% |
| 08 Preparation for & Participation in Judicial Determination | 29 | 14.36% | 2 | 0.99% | 3 | 1.49% | 34 | 16.83% |
| 09 Resource Development | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 10 Recruitment | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 21 Transportation for FC Administration | 4 | 1.98% | 0 | 0.00% | 0 | 0.00% | 4 | 1.98% |
| 41 Dev. Of Case Plan (Child-Medical) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 42 Dev. Case Plan (Child-Non-Medical) | 1 | 0.50% | 0 | 0.00% | 0 | 0.00% | 1 | 0.50% |
| 43 Dev. Of Case Plan (Family Mbr-Medicaid eligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 44 Dev. Of Case Plan (Family Mbr-Medicaid ineligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 51 Case Review (Child-Medical) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 52 Case Review (Child-Non-Medical) | 9 | 4.46% | 0 | 0.00% | 0 | 0.00% | 9 | 4.46% |
| 53 Case Review (Family Mbr-Medicaid eligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 54 Case Review (Family Mbr-Medicaid ineligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 61 Case Management (Child-Medical) | 2 | 0.99% | 0 | 0.00% | 0 | 0.00% | 2 | 0.99% |

| Activity Description | Unassigned & Exempt Group | | Control Group | | Experimental Group | | Total | |
|--|--------------------------------------|--------------------------------------|---------------------------|--------------------------------------|---------------------------|--------------------------------------|---------------------------------|--|
| | # of indicated interviews | % of activity for individual clients | # of indicated interviews | % of activity for individual clients | # of indicated interviews | % of activity for individual clients | Total # of indicated interviews | Total % of activity for individual clients |
| 62 Case Management (Child-Non-Medical) | 63 | 31.19% | 2 | 0.99% | 4 | 1.98% | 69 | 34.16% |
| 63 Case Management (Family Mbr-Medicaid eligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 64 Case Management (Family Mbr-Medicaid ineligible) | 3 | 1.49% | 0 | 0.00% | 0 | 0.00% | 3 | 1.49% |
| 71 Referral for Services (Child-Medical) | 1 | 0.50% | 0 | 0.00% | 0 | 0.00% | 1 | 0.50% |
| 72 Referral for Services (Child-Non-Medical) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 73 Referral for Services (Family Mbr-Medicaid eligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 74 Referral for Services (Family Mbr-Medicaid ineligible) | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Total Foster Care Activity | 119 | 58.91% | 4 | 1.98% | 7 | 3.47% | 130 | 64.36% |
| Preventing Foster Care Activity | | | | | | | | |
| 13 Prevention Case Plan Exists | 20 | 9.90% | 0 | 0.00% | 0 | 0.00% | 20 | 9.90% |
| 14 Eligibility Determination Exists | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 15 Court Proceedings Started | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Total Preventing Foster Care Activity | 20 | 9.90% | 0 | 0.00% | 0 | 0.00% | 20 | 9.90% |
| BMCW – Total Claimable calls for the Qtr (including guardianship calls) | 139 | 68.81% | 4 | 1.98% | 7 | 3.47% | 150 | 74.26% |

The following is the break-out of the non-claimable BMCW activity:

| <u>BMCW – Non-Claimable Child-Related Calls</u> | | | | | | | | |
|--|------------|---------------|----------|--------------|----------|--------------|------------|----------------|
| 11 Not at Risk of Placement | 22 | 10.89% | 2 | 0.99% | 0 | 0.00% | 24 | 11.88% |
| 12 Positive Risk Assessment Completed | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 16 Kinship Placement as FC Prevention (no MA) | 2 | 0.99% | 0 | 0.00% | 0 | 0.00% | 2 | 0.99% |
| 17 Kinship Placement – MA | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 81 Child Abuse/ Neglect Investigation | 22 | 10.89% | 0 | 0.00% | 0 | 0.00% | 22 | 10.89% |
| 82 Direct Social Services | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| 83 Juvenile Correctional Placements | 4 | 1.98% | 0 | 0.00% | 0 | 0.00% | 4 | 1.98% |
| Total Non-Claimable Child-Related Calls | 50 | 24.75% | 0 | 0.00% | 0 | 0.00% | 50 | 27.53% |
| Total BMCW – Child-Related Calls | 189 | 93.56% | 6 | 2.97% | 7 | 3.47% | 202 | 100.00% |
| BMCW – Client-Related Calls | 189 | 52.65% | 6 | 1.67% | 7 | 1.95% | 202 | 56.27% |
| BMCW – Non-Client-Related Calls | 157 | 43.73% | 0 | 0.00% | 0 | 0.00% | 157 | 43.73% |
| Total Number of Calls to BMCW for Quarter | 346 | 96.38% | 6 | 1.67% | 7 | 1.95% | 359 | 100.00% |
| Total BMCW – Child Related Calls | 189 | 93.56% | 6 | 2.97% | 7 | 3.47% | 202 | 100.00% |
| Total BMCW – Adult-Related Calls | 0 | 0.56% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Total BMCW Client-Related Calls | 189 | 93.56% | 6 | 2.97% | 7 | 3.47% | 202 | 100.00% |

The following is a breakdown of the remaining **157** calls for the quarter (% results based on a total of 308 calls):

| | Unassigned & Exempt Group | | Control Group | | Experimental Group | | Total | |
|--|--------------------------------------|--------------------------------------|---------------------------|--------------------------------------|---------------------------|--------------------------------------|---------------------------|--------------------------------------|
| | # of indicated interviews | % of activity for individual clients | # of indicated interviews | % of activity for individual clients | # of indicated interviews | % of activity for individual clients | # of indicated interviews | % of activity for individual clients |
| Non-Client-Related Calls | | | | | | | | |
| 01 - Out-of Sample Calls | 27 | 7.52% | | | | | 27 | 7.52% |
| 02 - Vacation | 25 | 6.96% | | | | | 25 | 6.96% |
| 03 - Sick Leave | 10 | 2.79% | | | | | 10 | 2.79% |
| 04 - Compensatory Time | 23 | 6.41% | | | | | 23 | 6.41% |
| 05 - Leave | 12 | 3.34% | | | | | 12 | 3.34% |
| 06 - Personal Time (Breaks, Bathroom, etc.) | 13 | 3.62% | | | | | 13 | 3.62% |
| 07 - Staff Development | 20 | 5.57% | | | | | 20 | 5.57% |
| 09 - General Administrative Activities | 26 | 7.24% | | | | | 26 | 7.24% |
| 11 - Other Activity (Not Client-Related) | 1 | 0.28% | | | | | 1 | 0.28% |
| 23 - General Service Activity/ Resource Development | 0 | 0.00% | | | | | 0 | 0.00% |
| Total BMCW - Non-Client Related Calls <i>(% based on 359 total calls to Milwaukee)</i> | 157 | 43.73% | | | | | 157 | 43.73% |
| | | | | | | | | |
| Total BMCW Calls | 359 | 100% | | | | | 359 | 100% |

With the elimination of calls to Juvenile Justice, Aging and Disability Unit workers, all of the calls to BMCW (100%) are child-related calls. This continues to be a main factor for the continued increases in child-related activity; and potentially increases in IV-E claimable activity for BMCW. No calls were made to workers who were not working with children. And fewer calls were made to those workers who were not performing IV-E claimable activities. There was a 1.52% decrease in client-related calls; which decreased from 57.79% to 56.27%.

Claimable Foster Care Activities

The total BMCW IV-E claim increased 2.35% from 71.91% (FFY11-1st quarter) to 74.26% (FFY11 – 2nd quarter results). This is due to increases in both foster care and pre-placement activities. There was only a slight change in claimable foster care activity from FFY11-1st quarter (63.48%) to FFY11 – 2nd quarter (64.36%). However, there was a 1.47 % increase in pre-placement activity; from 8.43% (FFY11-1st quarter) to 9.90% (FFY11-2nd quarter). Essentially, a greater number of samples involved children who were removed from their homes; and those children who remain in the parental home, but are at risk of removal.

The most significant increases were seen in Code “03”- Placement of Children (1.78% and Code “21” – Transportation for Foster Care Administration (1.42%). The most significant decreases were seen in Code “42” – Development of Case Plan – Child Non-Medical (1.19%) and Code “62” - Case Management: Child (2.36%).

Claimable Pre-Placement Activities

Unlike Statewide results which saw a decrease in Pre-Placement Activities, there was an increase in claimable Pre-Placement Activities for the BMCW. Claimable Pre-Placement Activities increased 1.47% from 8.43% to 9.90%. More activity was spent on cases involving a child(ren) that were at home with safety plans in place to prevent placement or re-removal from the home for the FFY11 – 2nd quarter.

Non-Claimable Foster Care Activities

Non-Claimable Foster Care Activities in BMCW decreased 1.79% from FFY11–1st quarter (27.53%) to 25.74% (FFY11–2nd quarter). This is as a result of large a large decrease in Code “81” - Child Abuse/ Neglect Investigations (3.72% decrease).

The economy is experiencing a recovery as evidenced by declining child abuse/ neglect investigations at both the State and BMCW levels. However, this recovery is a little slower for those children in the Milwaukee area. I expect the Statewide IV-E claimable activity to remain stable or slightly decrease. But expect that the BMCW levels will take a little longer to resume to the pre-recession levels.

| | FFY09 – 3 rd Qtr | FFY09– 4 th Qtr | FFY10 – 1 st Qtr | FFY10 – 2 nd Qtr | FFY10 – 3 rd Qtr | FFY10 – 4 th Qtr | FFY11 – 1 st Qtr | FFY11 – 2 nd Qtr |
|--|--------------------------------|-------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 1. Eligibility Determination | 0.00% | 0.00% | 0.39% | 0.00% | 0.00% | 0.39% | 0.00% | 0.00% |
| 2. Foster Care Activity | 44.66% | 54.22% | 51.76% | 60.73% | 67.71% | 63.68% | 63.48% | 64.36% |
| 3. Pre-Placement Activity | 11.07% | 12.44% | 10.59% | 9.95% | 8.85% | 12.63% | 8.43% | 9.90% |
| Total Claimable Calls (<i>including subsidized guardianship calls</i>) | 55.73% | 66.67% | 62.75% | 70.68% | 76.56% | 76.32% | 71.91% | 74.26% |

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